

Exhibit E

Skype [27]

David Flynn \$0.00
Set a status

cb9



All People Messages Web Groups

Quickly search for people, messages and groups.

Group chats

Brighttree | CB911
5 participantsCB911-Call
3 participants

Skype directory

David Pirtle - VP of Enterprise En
6 mutual connections
cb911david
Clearwater, United StatesEric Dinchev - CB911
2 mutual connections
live:e.dinchevBenita CB911
3 mutual connections
live:b.oliveira_11
Clearwater, United States

More

Brighttree | CB911
5 participants

Start call

anthony pugliese has made the chat history visible to everyone

anthony pugliese added David Flynn, Ben Scrancher to this conversation

Invite More People



anthony, 10:48 AM

Ben, meet David from Bright tree



Ben, 11:08 AM

Thanks @anthony



David - great to meet you!



Anthony and I were looking at your statistics earlier and would like to have a chat sometime soon to suit you



Are you around tomorrow morning?



11:10 AM

Pleasure to meet you. How's 11:00 AM PST. I'm free later as well.



Type a message



Type here to search

3:51 PM
4/20/2024

SIHLER5_011099

Skype [27]

David Flynn \$0.00
Set a status

Brightree | CB911
5 participants

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Clearwater, United States

More

Profile

5 PARTICIPANTS

+ Add participants

MJ Mark Jacula

Melissa Fitzsimmons

Mike

Rick Rude

David Flynn

GROUP GALLERY

Type a message

11:10 AM

re to meet you. How's 11:00 AM PST. I'm free later as well.

3:51 PM
4/20/2024

SIHLER5_011100

Skype [27]

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11:10 AM

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Ben, 11:39 AM

Hey david! I'm based in London so 8 hours ahead of you. If there's anyway that we could do earlier that would be awesome. If not we'll make it work!



11:45 AM

Sure give me a time that works for you and I'll be there.



Ben, 11:51 AM

A



Type a message



Type here to search

3:51 PM
4/20/2024

SIHLER5_011101

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Start call



Ben, 11:51 AM

Awesome thanks. How's 9am?



11:51 AM

Can we do 8:00?



Ben, 12:03 PM

Yeah that's great



1:52 PM

Great. Skype? If call my direct cell is 702-277-8611

Friday, September 20, 2019

Call ended
8:26 AM | 25m 56s

5:39 PM

Thanks again for your time this morning. I may have missed it but I don't recall seeing any info on the groups that can help with increasing our transaction number. I think we've got a great fit to launch a stand alone digital keto planner for \$1.00 that would work really well with this program. Thanks.



Ben, 11:20 PM

Hey David. See the chat with Johnny De Luca. He's the one that can help with that.



Type a message



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3:51 PM
4/20/2024

SIHLER5_011102

Skype [27]

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Clearwater, United States

More

Brightree | CB911
5 participants

Start call



Hey David. See the chat with Johnny De Luca. He's the one that can help with that.



Sounds great



Thursday, September 26, 2019

10:10 AM

Guys we're getting ready to engage with Johnny. To be honest the whole process seems a little loose considering were getting ready to wire a lot of money to someone we do not know. Anything else you can share about him, his operation, how long you've been working with him? I typically don't wire \$400k to strangers. Thanks.



anthony, 11:39 AM

Hey Ben you around?



Ben, 1:25 PM

Hey guys



Sorry been at an event all day



David we've had clients working with Johnny for over 3 years



Never had a complaint so far



1:26 PM

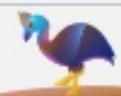
Ok. We just wired \$300k so we're off and running.



Type a message



Type here to search

3:51 PM
4/20/2024

SIHLER5_011103

Skype [27]

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More

Brightree | CB911
5 participants

Start call

Ok. We just wired \$300k so we're off and running.



Ben, 1:26 PM

It's a big initial batch but you're safe wiring him funds 😊

Thursday, October 3, 2019



anthony, 1:31 PM

Hey David, do you have time for a quick call with Ben and myself tomorrow morning? We just want to go over a few things. 😊

Friday, October 4, 2019



anthony, 6:29 AM

Hey guys, are we good to do a call on this chat? and I will just walk over to client relations 😊



Ben, 6:29 AM

Yeah that's cool 😊

Call started
8:00 AM

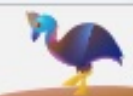
David Flynn added Rick Rude to this conversation



Type a message



Type here to search

3:51 PM
4/20/2024

SIHLER5_011104

Skype [27]

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Set a statusBrightree | CB911
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Clearwater, United States

More

David Flynn added Rick Rude to this conversation

Call ended
8:18 AM | 17m 45s

Saturday, October 5, 2019



Rick, 6:43 PM

Guys I'm still having huge issues with this alert system

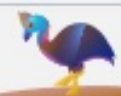
Order ID	Alert Date	Trans Date	Amount	CC #	Merchant Descriptor
NA	2019-10-05 00:00:00	2019-09-23	198.70	401532xxxxxx4439	ULTRAFast KETO BOOST
na	2019-10-05 00:00:00	2019-09-07	198.70	511786xxxxxx0638	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-10-03	198.70	446542xxxxxx1095	ULTRAFast KETO BOOST
NA	2019-10-05 00:00:00	2019-09-15	198.70	426684xxxxxx6507	ULTRAFast KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	446542xxxxxx0606	ULTRAFast KETO BOOST
na	2019-10-05 00:00:00	2019-10-03	201.68	446540xxxxxx2896	ULTRAFast KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	69.99	438857xxxxxx3231	ULTRAFast KETO BOOST
NA	2019-10-05 00:00:00	2019-09-09	149.91	427082xxxxxx2570	ULTRAFast KETO BOOST
NA	2019-10-05 00:00:00	2019-09-13	198.70	470701xxxxxx1216	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-10-04	198.70	426684xxxxxx3449	ULTRAFast KETO BOOST
na	2019-10-05 00:00:00	2019-09-21	198.70	524366xxxxxx0296	ULTRAFast KETO BOOST
NA	2019-10-05 00:00:00	2019-09-02	201.68	414720xxxxxx6069	ULTRAFast KETO BOOST



Type a message



Type here to search

3:51 PM
4/20/2024

SIHLER5_011105

Skype [27]

David Flynn \$0.00
Set a statusBrightree | CB911
5 participants

Start call

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More

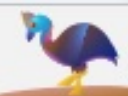
Order ID	Alert Date	Trans Date	Amount	CC #	Merchant Descriptor
NA	2019-10-05 00:00:00	2019-09-23	198.70	401532xxxxxx4439	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-07	198.70	511786xxxxxx0638	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-10-03	198.70	446542xxxxxx1095	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-15	198.70	426684xxxxxx6507	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	446542xxxxxx0606	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-03	201.68	446540xxxxxx2896	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	69.99	438857xxxxxx3231	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-09	149.91	427082xxxxxx2570	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-13	198.70	470701xxxxxx1216	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-10-04	198.70	426684xxxxxx3449	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-21	198.70	524366xxxxxx0296	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-02	201.68	414720xxxxxx6069	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-04	198.70	400022xxxxxx1488	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-29	201.68	426690xxxxxx2133	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-30	198.70	464018xxxxxx4430	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-05	149.91	464018xxxxxx9338	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	198.70	514863xxxxxx3037	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-01	149.91	414740xxxxxx1934	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-02	149.91	511786xxxxxx3103	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-10-04	198.70	544927xxxxxx7240	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-05	149.91	426684xxxxxx9751	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	200.69	443045xxxxxx1414	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-28	202.67	414740xxxxxx3892	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-16	198.70	414720xxxxxx8664	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-08-28	198.70	414720xxxxxx9285	ULTRAFAST KETO BOOST



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3:51 PM
4/20/2024

SIHLER5_011106

Skype [27]



David Flynn \$0.00

Set a status



cb9



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Group chats



Brighttree | CB911

5 participants



CB911-Call

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Skype directory



David Pirtle - VP of Enterprise En

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Clearwater, United States



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More



Brighttree | CB911

5 participants

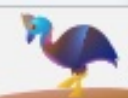
NA	2019-10-05 00:00:00	2019-09-16	198.70	414720xxxxxx8664	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-08-28	198.70	414720xxxxxx9285	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	202.67	443047xxxxxx9966	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-09	198.70	552356xxxxxx3261	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-16	198.70	414720xxxxxx8664	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-26	149.91	426290xxxxxx8965	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-08-28	198.70	426684xxxxxx5159	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-18	198.70	521333xxxxxx8431	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-07	200.69	431196xxxxxx1184	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-08-26	198.70	414720xxxxxx3205	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-08-27	198.70	414720xxxxxx6955	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	198.70	448903xxxxxx2433	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	445320xxxxxx9393	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-09-18	198.70	521333xxxxxx8954	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-30	70.69	426684xxxxxx8272	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	152.91	443047xxxxxx1730	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	514616xxxxxx2789	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-16	149.91	438854xxxxxx4448	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-03	202.67	459954xxxxxx3765	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-16	198.70	438857xxxxxx0171	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-21	149.91	514863xxxxxx1336	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-23	149.91	436618xxxxxx0559	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-21	198.70	514863xxxxxx1336	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-10	208.64	527854xxxxxx0408	ULTRAFAST KETO BOOST 88
NA	2019-10-05 00:00:00	2019-09-22	198.70	436618xxxxxx1228	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-29	70.69	426290xxxxxx4878	ULTRAFAST KETO BOOST



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4/20/2024

2

SIHLER5_011107

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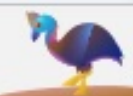
NA	2019-10-05 00:00:00	2019-10-04	198.70	400022xxxxxx1214	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx3265	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx3515	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	434258xxxxxx6491	ULTRAFAST KE
na	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx6620	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-01	198.70	426684xxxxxx2681	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	473703xxxxxx0707	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	434256xxxxxx7785	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx0084	ULTRAFAST KE
na	2019-10-05 00:00:00	2019-10-03	198.70	434258xxxxxx3547	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	434256xxxxxx3887	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-02	69.99	434256xxxxxx5733	ULTRAFAST KETO BOO
na	2019-10-05 00:00:00	2019-10-03	198.70	434258xxxxxx9288	ULTRAFAST KE
na	2019-10-05 00:00:00	2019-08-23	198.70	406095xxxxxx3202	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx7663	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-09-02	198.70	446542xxxxxx0203	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-02	198.70	414718xxxxxx8606	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-26	200.69	414718xxxxxx1859	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-02	149.91	426684xxxxxx2999	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	149.91	441712xxxxxx0700	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-03	151.41	521333xxxxxx4958	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-25	149.91	438857xxxxxx0474	ULTRAFAST KETO BOOST
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NA	2019-10-05 00:00:00	2019-10-03	198.70	414740xxxxxx3257	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-23	198.70	426684xxxxxx5806	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-29	198.70	426684xxxxxx7910	ULTRAFAST KETO BOOST



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SIHLER5_011108

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Brightree | CB911
5 participants

Start call

na	2019-10-05 00:00:00	2019-10-02	149.91	426684xxxxxx2999	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	149.91	441712xxxxxx0700	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-03	151.41	521333xxxxxx4958	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-25	149.91	438857xxxxxx0474	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-01	198.70	514474xxxxxx4126	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	414740xxxxxx3257	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-23	198.70	426684xxxxxx5806	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-29	198.70	426684xxxxxx7910	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-08	198.70	426684xxxxxx4672	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-08	69.99	438857xxxxxx4551	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-21	198.70	412039xxxxxx1951	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-19	200.69	426690xxxxxx9276	ULTRAFAST KETO BOOST

It doesn't take long to see that the same cards are in here multiple times



I am seeing this daily



Rick Rude added "" Mike to this conversation



Rick, 6:45 PM

@Mike what does this look like in authorize and the CRM



Order ID	Alert Date	Trans Date	Amount	CC #	Merchant Descriptor
----------	------------	------------	--------	------	---------------------



Type a message



Type here to search

3:51 PM
4/20/2024

SIHLER5_011109

Skype [27]



David Flynn \$0.00

Set a status



cb9



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Clearwater, United States



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Clearwater, United States

More



Brighttree | CB911

5 participants



Rick, 6:45 PM

@Mike what does this look like in authorize and the CRM



Order ID	Alert Date	Trans Date	Amount	CC #	Merchant Descriptor
NA	2019-10-05 00:00:00	2019-09-23	198.70	401532xxxxxx4439	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-07	198.70	511786xxxxxx0638	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-10-03	198.70	446542xxxxxx1095	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-15	198.70	426684xxxxxx6507	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	446542xxxxxx0606	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-03	201.68	446540xxxxxx2896	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	69.99	438857xxxxxx3231	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-09	149.91	427082xxxxxx2570	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-13	198.70	470701xxxxxx1216	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-10-04	198.70	426684xxxxxx3449	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-21	198.70	524366xxxxxx0296	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-02	201.68	414720xxxxxx6069	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-04	198.70	400022xxxxxx1488	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-29	201.68	426690xxxxxx2133	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-30	198.70	464018xxxxxx4430	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-05	149.91	464018xxxxxx9338	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	198.70	514863xxxxxx3037	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-01	149.91	414740xxxxxx1934	ULTRAFAST KETO BOOST



Type a message



Type here to search



3:52 PM

4/20/2024



2

SIHLER5_011110

Skype [27]

David Flynn \$0.00
Set a statusBrightree | CB911
5 participants

Start call

cb9



All People Messages Web Groups

Quickly search for people, messages and groups.

Group chats

Brightree | CB911
5 participantsCB911-Call
3 participants

Skype directory

David Pirtle - VP of Enterprise En
6 mutual connections
cb911david
Clearwater, United StatesEric Dinchev - CB911
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live:e.dinchevBenita CB911
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live:b.oliveira_11
Clearwater, United States

More

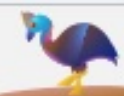
NA	2019-10-05 00:00:00	2019-10-01	149.91	414740xxxxxx1934	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-02	149.91	511786xxxxxx3103	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-10-04	198.70	544927xxxxxx7240	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-05	149.91	426684xxxxxx9751	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	200.69	443045xxxxxx1414	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-28	202.67	414740xxxxxx3892	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-16	198.70	414720xxxxxx8664	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-08-28	198.70	414720xxxxxx9285	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	202.67	443047xxxxxx9966	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-09	198.70	552356xxxxxx3261	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-16	198.70	414720xxxxxx8664	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-26	149.91	426290xxxxxx8965	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-08-28	198.70	426684xxxxxx5159	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-18	198.70	521333xxxxxx8431	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-07	200.69	431196xxxxxx1184	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-08-26	198.70	414720xxxxxx3205	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-08-27	198.70	414720xxxxxx6955	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	198.70	448903xxxxxx2433	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	445320xxxxxx9393	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-09-18	198.70	521333xxxxxx8954	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-30	70.69	426684xxxxxx8272	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	152.91	443047xxxxxx1730	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	514616xxxxxx2789	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-16	149.91	438854xxxxxx4448	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-03	202.67	459954xxxxxx3765	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-16	198.70	438857xxxxxx0171	ULTRAFAST KETO BOOST



Type a message



Type here to search

3:52 PM
4/20/2024

SIHLER5_011111

Skype [27]

David Flynn \$0.00
Set a statusBrightree | CB911
5 participants

Start call

cb9



All People Messages Web Groups

Quickly search for people, messages and groups.

Group chats

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5 participantsCB911-Call
3 participants

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Clearwater, United StatesEric Dinchev - CB911
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3 mutual connections
live:b.oliveira_11
Clearwater, United States

More

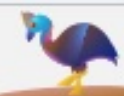
NA	2019-10-05 00:00:00	2019-09-23	149.91	436618xxxxxx0559	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-21	198.70	514863xxxxxx1336	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-10	208.64	527854xxxxxx0408	ULTRAFAST KETO BOOST 88
NA	2019-10-05 00:00:00	2019-09-22	198.70	436618xxxxxx1228	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-29	70.69	426290xxxxxx4878	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-17	198.70	542418xxxxxx6135	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-04	198.70	400022xxxxxx1214	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx3265	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx3515	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	434258xxxxxx6491	ULTRAFAST KE
na	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx6620	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-01	198.70	426684xxxxxx2681	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	473703xxxxxx0707	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	434256xxxxxx7785	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx0084	ULTRAFAST KE
na	2019-10-05 00:00:00	2019-10-03	198.70	434258xxxxxx3547	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	434256xxxxxx3887	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-02	69.99	434256xxxxxx5733	ULTRAFAST KETO BOO
na	2019-10-05 00:00:00	2019-10-03	198.70	434258xxxxxx9288	ULTRAFAST KE
na	2019-10-05 00:00:00	2019-08-23	198.70	406095xxxxxx3202	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx7663	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-09-02	198.70	446542xxxxxx0203	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-02	198.70	414718xxxxxx8606	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-26	200.69	414718xxxxxx1859	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-02	149.91	426684xxxxxx2999	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	149.91	441712xxxxxx0700	ULTRAFAST KETO BOOST



Type a message



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3:52 PM
4/20/2024

SIHLER5_011112

Skype [27]



David Flynn \$0.00

Set a status



cb9



All People Messages Web Groups

Quickly search for people, messages and groups.

Group chats



Brightree | CB911

5 participants



CB911-Call

3 participants

Skype directory



David Pirtle - VP of Enterprise En

6 mutual connections

cb911david

Clearwater, United States



Eric Dinchev - CB911

2 mutual connections

live:e.dinchev



Benita CB911

3 mutual connections

live:b.oliveira_11

Clearwater, United States

More



Brightree | CB911

5 participants

na	2019-10-05 00:00:00	2019-10-02	149.91	426684xxxxxx2999	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	149.91	441712xxxxxx0700	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-03	151.41	521333xxxxxx4958	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-25	149.91	438857xxxxxx0474	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-01	198.70	514474xxxxxx4126	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	414740xxxxxx3257	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-23	198.70	426684xxxxxx5806	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-29	198.70	426684xxxxxx7910	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-08	198.70	426684xxxxxx4672	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-08	69.99	438857xxxxxx4551	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-21	198.70	412039xxxxxx1951	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-19	200.69	426690xxxxxx9276	ULTRAFAST KETO BOOST

Rick Rude, 10/5/2019



Guys I'm still having huge issues with this alert system

Rick Rude, 10/5/2019



It doesn't take long to see that the same cards are in here multiple times

Rick Rude, 10/5/2019

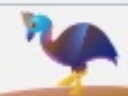
I'm pretty sure that when you guys are doing this you are running up our charges



Type a message



Type here to search

3:52 PM
4/20/2024

SIHLER5_011113

Skype [27]

David Flynn \$0.00
Set a status

cb9



All People Messages Web Groups

Quickly search for people, messages and groups.

Group chats

Brightree | CB911
5 participantsCB911-Call
3 participants

Skype directory

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Clearwater, United StatesEric Dinchev - CB911
2 mutual connections
live:e.dinchevBenita CB911
3 mutual connections
live:b.oliveira_11
Clearwater, United States

More

Brightree | CB911
5 participants

Start call

I'm pretty sure that when you guys are doing this you are running up our charges 😊



anthony, 6:47 PM

Ok I am forwarding this to the team now. 😊



anthony, 7:01 PM

we just pass what comes from the alert networks. There's no running up charges, alerts come directly from the networks based on his descriptors. But the team is looking into it. 😊



anthony, 7:06 PM

They are going to dig into it a little further but want to hop on a call Monday afternoon. 😊

Sunday, October 6, 2019



Ben, 12:12 AM

You can only ever be charged one alert per transaction btw if that is the concern. 😊

Ben Scrancher added Brandon Figueroa to this conversation

Tuesday, October 15, 2019

5:03 PM

Guys I am seeing multiple orders where we are getting chargebacks from orders that were already refunded. ✓



Type a message



Type here to search

3:52 PM
4/20/2024

SIHLER5_011114

Skype [27]



David Flynn \$0.00

Set a status



cb9



All People Messages Web Groups

Quickly search for people, messages and groups.

Group chats



Brightree | CB911

5 participants



CB911-Call

3 participants

Skype directory



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cb911david

Clearwater, United States



Eric Dinchev - CB911

2 mutual connections

live:e.dinchev



Benita CB911

3 mutual connections

live:b.oliveira_11

Clearwater, United States

More



Brightree | CB911

5 participants



Start call

Guys I am seeing multiple orders where we are getting chargebacks from orders that were already refunded.

Wednesday, October 16, 2019



Brandon, 5:58 AM

Hey David!

On these refunded orders, are they refunded from our alerts or just regular customer service refunds (or both)?

As much as it shouldn't be this way, there isn't actually a mechanism at the issuing bank level that "checks" if a customer has been refunded before the chargeback is filed. We would love if the bank reps did their due diligence and made sure there wasn't a refund on file when the customer is attempting to file a dispute, but most of the time they do not do these checks. If the customer files the dispute online or via an app on their phone, then there definitely wouldn't be anything or anyone checking if there was a refund given prior.

If you're seeing this from the alerts, I want you to know that each month, we take a look at all the CBs that have come in and cross reference with the alerts we've provided to you in the past. If we find that any of the chargebacks were actually alerts in the past, then we would credit you that alert fee. This way you don't pay for alerts that turn into chargebacks.

Monday, October 21, 2019



Brandon, 8:44 AM

Hey David! Hope you had a great weekend!



Type a message



Type here to search

3:52 PM
4/20/2024

SIHLER5_011115

Skype [27]

David Flynn \$0.00
Set a status

cb9



All People Messages Web Groups

Quickly search for people, messages and groups.

Group chats

Brightree | CB911
5 participantsCB911-Call
3 participants

Skype directory

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Clearwater, United StatesEric Dinchev - CB911
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Clearwater, United States

More

Brightree | CB911
5 participants

Start call

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Monday, October 21, 2019



Brandon, 8:44 AM

Hey David! Hope you had a great weekend!



Type a message



Type here to search

3:52 PM
4/20/2024

SIHLER5_011116

Skype [27]

David Flynn \$0.00
Set a status

cb9



All People Messages Web Groups

Quickly search for people, messages and groups.

Group chats

Brighttree | CB911
5 participantsCB911-Call
3 participants

Skype directory

David Pirtle - VP of Enterprise En
6 mutual connections
cb911david
Clearwater, United StatesEric Dinchev - CB911
2 mutual connections
live:e.dinchevBenita CB911
3 mutual connections
live:b.oliveira_11
Clearwater, United States

More

Brighttree | CB911
5 participants

Start call

chargebacks were actually alerts in the past, then we would credit you that alert fee. This way you don't pay for alerts that turn into chargebacks.

Monday, October 21, 2019



Brandon, 8:44 AM

Hey David! Hope you had a great weekend!

So I put in the request to get you automatically credited for the alerts that turned into chargebacks after our messages above last week, but I was reminded that we recently moved you onto the enriched alerts. Since with the enriched alerts we are not doing full refunds, that negates our ability to apply for credits from the networks as they require full refunds in order for a credit to be eligible.

So the benefit here with enriched is that you will save a ton of money on the lowered refunds, but on the other hand you would lose eligibility for credits if those turned into chargebacks.

On the plus side here, we just started getting inquiries through VMPI for you and those will automatically be credited if they turn into CBs 😊

Thursday, December 19, 2019

1:02 PM

We have a new mid we need to add to alerts and CB responses. Going through authorize. Login info sent over

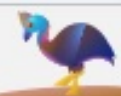
BETTER BOOST KETO 702-3331690
BETTER BOOST KETO 512-2537024



Type a message



Type here to search

3:52 PM
4/20/2024

2

SIHLER5_011117

Skype [27]

David Flynn \$0.00
Set a status

cb9

All People Messages Web Groups

Quickly search for people, messages and groups.

Group chats

- Brightree | CB911**
5 participants
- CB911-Call**
3 participants

Skype directory

- David Pirtle - VP of Enterprise En**
6 mutual connections
cb911david
Clearwater, United States
- Eric Dinchev - CB911**
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live:e.dinchev
- Benita CB911**
3 mutual connections
live:b.oliveira_11
Clearwater, United States

More

Brightree | CB911
5 participants

Thursday, December 19, 2019

1:02 PM

We have a new mid we need to add to alerts and CB responses. Going through authorize. Login info sent over

BETTER BOOST KETO 702-3331690
BETTER BOOST KETO 512-2537024

Login ID: JaneSmith911boost
An activation email has been sent to: j.smith@chargebacks911.com

I believe those are the descriptors. Was changed to the bottom one on day 2

Looks like 17 chargebacks in so far in about a week. What do you need to get info on these?

scratch that. Looks like 8. Need to check with processor. Looks like someone has responded to these. Not sure who

Brandon, 1:08 PM

Hey David! Thanks for the info, I'm gonna add Nick to this chat real quick

Brandon Figueroa added Nick Carroll to this conversation

Nick, 1:10 PM

Type a message

3:52 PM 4/20/2024

SIHLER5_011118

Skype [27]

David Flynn \$0.00
Set a status

cb9

All People Messages Web Groups

Quickly search for people, messages and groups.

Group chats

- Brightree | CB911**
5 participants
- CB911-Call**
3 participants

Skype directory

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Clearwater, United States
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2 mutual connections
live:e.dinchev
- Benita CB911**
3 mutual connections
live:b.oliveira_11
Clearwater, United States

More

Brightree | CB911
5 participants

Brandon Figueroa added Nick Carroll to this conversation

Nick, 1:10 PM

Hi DAVID. Got the Authorize e-mail. For CB representments and to get the thing implemented we'll just need the Processor login also

Was that also e-mailed over to J.smith? She saw the one come through but hasn't seen another just yet. Want to make sure the other gets knocked out also.

1:11 PM

Yes. Just set it up

Login ID: [JaneSmith911boost]
User Role: Account Administrator
Title: ManagerPhone: 8776349808
Mobile:
Email: j.smith@chargebacks911.com

Nick, 1:14 PM

Gotcha. I'll have her keep an eye out for the Processor Credentials.

I do see that the Gateway Credentials for Authorize.net have been received. Do we know which e-mail we should be looking for these Processor Credentials to come from?

Nick, 1:42 PM

Type a message

3:52 PM
4/20/2024

Skype [27]



David Flynn \$0.00

Set a status



cb9



All

People

Messages

Web

Groups

Quickly search for people, messages and groups.

Group chats



Brightree | CB911

5 participants



CB911-Call

3 participants

Skype directory



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cb911david

Clearwater, United States



Eric Dinchev - CB911

2 mutual connections

live:e.dinchev



Benita CB911

3 mutual connections

live:b.oliveira_11

Clearwater, United States

More



Brightree | CB911

5 participants



Start call



Nick, 1:14 PM

Gotcha. I'll have her keep an eye out for the Processor Credentials.

I do see that the Gateway Credentials for Authorize.net have been received. Do we know which e-mail we should be looking for these Processor Credentials to come from?



Nick, 1:42 PM

Hi David. Looks like we still haven't seen any Processor Credentials come through via e-mail or here. We still only have the Authorize.net login which is just the Gateway.

2:14 PM

OK I'm looking into it.



Nick, 2:15 PM

Thank you, sir! Looks like Jane has headed out for the day but once we have that Processor name we can chase that for you.

Thanks!

Tuesday, December 24, 2019



Nick, 7:04 AM

Hi Guys, Hope you guys have a wonderful Christmas.

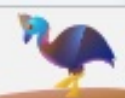
Just in follow-up I haven't seen login information hit for this MID's Processor yet. We were able to dig in to



Type a message



Type here to search

3:52 PM
4/20/2024

SIHLER5_011120

Skype [27]



David Flynn \$0.00
Set a status



cb9



All People Messages Web Groups

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Group chats



Brightree | CB911
5 participants



CB911-Call
3 participants

Skype directory



David Pirtle - VP of Enterprise En
6 mutual connections
cb911david
Clearwater, United States



Eric Dinchev - CB911
2 mutual connections
live:e.dinchev



Benita CB911
3 mutual connections
live:b.oliveira_11
Clearwater, United States

More



Brightree | CB911
5 participants



Thanks!

Tuesday, December 24, 2019



Nick, 7:04 AM

Hi Guys, Hope you guys have a wonderful Christmas.



Just in follow-up I haven't seen login information hit for this MID's Processor yet. We were able to dig in to the Authorize.net login and get the MID Number which we're using to get the Alerts enrolled. We still just need that Processor login for the representment services.



Brandon, 7:52 AM



Brandon Figueroa has removed anthony pugliese from this conversation

Thursday, December 26, 2019



Nick, 11:27 AM

Hi Everyone,



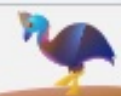
Hope you had a Merry Christmas. Dropping out here to confirm that we received the MYMerchant Login for



Type a message



Type here to search



3:52 PM
4/20/2024



SIHLER5_011121

Skype [27]

David Flynn \$0.00
Set a status

cb9



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2 mutual connections
live:e.dinchevBenita CB911
3 mutual connections
live:b.oliveira_11
Clearwater, United States

More

Brightree | CB911
5 participants

Start call



Nick, 11:27 AM

Hi Everyone,

Hope you had a Merry Christmas. Reaching out here to confirm that we received the MXMerchant Login for your new MID from Aaron today. As such we're getting that fully integrated for chargeback services.

Thanks!

Thursday, January 2, 2020

Nick Carroll added Melissa Fitzsimmons to this conversation



Nick, 10:16 AM

Hi Guys,

Adding Melissa in to this chat from the CB911 Side. She's part of our Client Success team and is going to be at ASW this month. I wanted to be sure you guys could connect prior as I also know she has some expertise in some of the issues I know David and I had discussed.

Melissa Fitzsimmons has renamed the conversation to "Brightree | CB911 "



Melissa, 10:29 AM



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3:52 PM
4/20/2024

SIHLER5_011122

Skype [27]

David Flynn \$0.00
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More

Brightree | CB911
5 participants

Start call



Hi Guys,

Adding Melissa in to this chat from the CB911 Side. She's part of our Client Success team and is going to be at ASW this month. I wanted to be sure you guys could connect prior as I also know she has some expertise in some of the issues I know David and I had discussed.



Melissa Fitzsimmons has renamed the conversation to "Brightree | CB911 "



Melissa, 10:29 AM

Hey Gentlemen! I have heard the best things about you from Brit at Paysafe and Ryan at MiCamp!

And Nick, of course

Monday, January 20, 2020



Melissa, 10:36 AM

@David - was trying to get a hold of you, but I have good news, haha.

10:41 AM

I'll call in a few.



Melissa, 11:17 AM

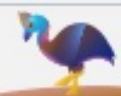
Sounds good!



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3:52 PM
4/20/2024

2

SIHLER5_011123

Skype [27]

David Flynn \$0.00
Set a status

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More

Brightree | CB911
5 participants

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Start call

10:41 AM

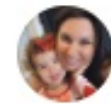
I'll call in a few.



Melissa, 11:17 AM

Sounds good! 😊

Wednesday, January 22, 2020



Melissa, 8:27 AM

@David - can you do lunch on Tuesday, the 28th at Noon at the Bellagio? 😊



Melissa, 12:39 PM

I am holding our CEO's slot if someone can loop me in with David's assistant to confirm 😊

Please and thank you 😊

Let me help buy you lunchhhh lol 😊

Thursday, January 23, 2020



Melissa, 8:43 AM

@David 😊 😊

Wednesday, January 29, 2020



Nick, 1:40 PM



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3:52 PM
4/20/2024

SIHLER5_011124

Skype [27]

David Flynn \$0.00
Set a status

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More

Brightree | CB911
5 participants

Start call

Thursday, January 23, 2020



Melissa, 8:43 AM

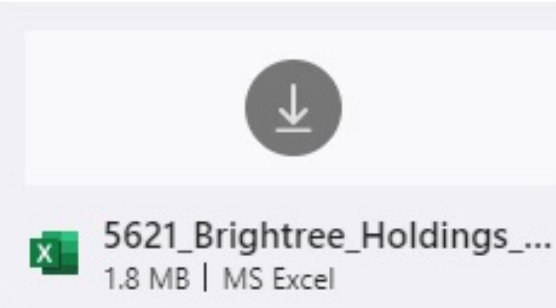
@David 😊



Wednesday, January 29, 2020



Nick, 1:40 PM



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Hi Guys, Just wanted to pop in as we've completed the Q4 ROI. I'm attaching that here. For this report we went back and re-checked all cases since you started with CB911 through December 31 to make sure that we saw any cases that may have become Pre-Arbs.

As you can see we saw the overall win rate dip a bit since the previous report due to some incoming 2nd Chargebacks on those older transaction with the issues we were aware of (true fraud and shipping issues). However we still saw a net ROI of over \$500,000 since starting with CB911.

I know I'd already sent over the Quarterly Diagnostic, and would love to carve out some time to go through the reporting! Let me know if there's a time that works best for you. I know ASW is this week so there are



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4/20/2024

SIHLER5_011125

Skype [27]

David Flynn \$0.00
Set a status

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More

Brightree | CB911
5 participants

Start call

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I know I'd already sent over the Quarterly Diagnostic, and would love to carve out some time to go through the reporting! Let me know if there's a time that works best for you. I know ASW is this week so there are probably other things occupying your time. But if things are a bit quieter next week, maybe that would work.

Thursday, January 30, 2020



Nick, 1:52 PM

Hi @David Just wanted to let you know that we got the request from Jamie to have all of the statements from 2019 resent over for reconciliation and the finance team got those out. If they need anything else, we can shoot those over no problem!

Monday, May 4, 2020



Melissa, 3:54 PM

Hey @Nick

Can we keep all the Brightree comms here moving forward?

@David for your reference as well



Type a message



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3:53 PM
4/20/2024

2

SIHLER5_011126

Skype [27]

David Flynn \$0.00
Set a status

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Clearwater, United States

More

Brightree | CB911
5 participants

Start call



Hey @Nick



Can we keep all the Brighree comms here moving forward?



@David - for your reference as well



Melissa Fitzsimmons has removed Ben Scrancher from this conversation

6:59 PM

Will do. We've got a bunch of new mids on nmi. Will look at adding you tonight.

Wednesday, May 6, 2020

10:35 AM

Can we look into this. Had 35 CB's come in on old nuvei account on 4/29. Another 38 on 4/30. That puts it well over 100 in a few days. And look at this crap. I don't believe a customer charged back a \$5 restocking fee from 8/31 but here it is. Nuvei is ether just putting these through as chargebacks or calling the customers and offering them free money. Also on nuvei portal is says quality of goods and services dispute. On yours it says merchandise not received. We need to figure out what's going on here or they're going to bleed us to death and also use this to hold up releasing any reserve funds.

Transaction ID	Amount	Status	Merchant ID	Card Type	Cardholder Name	Expiry Date	CVV	Auth Code	Auth Type	Auth Date	Auth Time	Auth User	Auth Pass	Auth IP	Auth Device	Auth OS	Auth Browser	Auth Language	Auth Country	Auth City	Auth State	Auth Zip	Auth Lat	Auth Lon	Auth Alt	Auth Speed	Auth Acc	Auth Net	Auth Org	Auth Ref	Auth Ref2	Auth Ref3	Auth Ref4	Auth Ref5	Auth Ref6	Auth Ref7	Auth Ref8	Auth Ref9	Auth Ref10
1	100.00	Success	123456789	Visa	John Doe	12/31/2020	1234	5678	Auth	2020-04-29	10:35	John	1234	192.168.1.1	Windows	Chrome	en	US	Clearwater	FL	34612	28.1	-82.5	10	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
2	100.00	Success	123456789	Visa	John Doe	12/31/2020	1234	5678	Auth	2020-04-30	10:35	John	1234	192.168.1.1	Windows	Chrome	en	US	Clearwater	FL	34612	28.1	-82.5	10	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
3	100.00	Success	123456789	Visa	John Doe	12/31/2020	1234	5678	Auth	2020-05-01	10:35	John	1234	192.168.1.1	Windows	Chrome	en	US	Clearwater	FL	34612	28.1	-82.5	10	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
4	100.00	Success	123456789	Visa	John Doe	12/31/2020	1234	5678	Auth	2020-05-02	10:35	John	1234	192.168.1.1	Windows	Chrome	en	US	Clearwater	FL	34612	28.1	-82.5	10	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
5	100.00	Success	123456789	Visa	John Doe	12/31/2020	1234	5678	Auth	2020-05-03	10:35	John	1234	192.168.1.1	Windows	Chrome	en	US	Clearwater	FL	34612	28.1	-82.5	10	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100



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3:53 PM
4/20/2024

SIHLER5_011127

Skype [27]

David Flynn \$0.00
Set a status

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Clearwater, United States

More

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5 participants

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and also use this to hold up releasing any reserve funds.



ID	Amount	Status	Date
123456789	\$100.00	Completed	2024-04-20
123456790	\$100.00	Completed	2024-04-20
123456791	\$100.00	Completed	2024-04-20
123456792	\$100.00	Completed	2024-04-20
123456793	\$100.00	Completed	2024-04-20
123456794	\$100.00	Completed	2024-04-20
123456795	\$100.00	Completed	2024-04-20
123456796	\$100.00	Completed	2024-04-20
123456797	\$100.00	Completed	2024-04-20
123456798	\$100.00	Completed	2024-04-20
123456799	\$100.00	Completed	2024-04-20
123456800	\$100.00	Completed	2024-04-20
123456801	\$100.00	Completed	2024-04-20
123456802	\$100.00	Completed	2024-04-20
123456803	\$100.00	Completed	2024-04-20
123456804	\$100.00	Completed	2024-04-20
123456805	\$100.00	Completed	2024-04-20
123456806	\$100.00	Completed	2024-04-20
123456807	\$100.00	Completed	2024-04-20
123456808	\$100.00	Completed	2024-04-20
123456809	\$100.00	Completed	2024-04-20
123456810	\$100.00	Completed	2024-04-20
123456811	\$100.00	Completed	2024-04-20
123456812	\$100.00	Completed	2024-04-20
123456813	\$100.00	Completed	2024-04-20
123456814	\$100.00	Completed	2024-04-20
123456815	\$100.00	Completed	2024-04-20
123456816	\$100.00	Completed	2024-04-20
123456817	\$100.00	Completed	2024-04-20
123456818	\$100.00	Completed	2024-04-20
123456819	\$100.00	Completed	2024-04-20
123456820	\$100.00	Completed	2024-04-20
123456821	\$100.00	Completed	2024-04-20
123456822	\$100.00	Completed	2024-04-20
123456823	\$100.00	Completed	2024-04-20
123456824	\$100.00	Completed	2024-04-20
123456825	\$100.00	Completed	2024-04-20
123456826	\$100.00	Completed	2024-04-20
123456827	\$100.00	Completed	2024-04-20
123456828	\$100.00	Completed	2024-04-20
123456829	\$100.00	Completed	2024-04-20
123456830	\$100.00	Completed	2024-04-20
123456831	\$100.00	Completed	2024-04-20
123456832	\$100.00	Completed	2024-04-20
123456833	\$100.00	Completed	2024-04-20
123456834	\$100.00	Completed	2024-04-20
123456835	\$100.00	Completed	2024-04-20
123456836	\$100.00	Completed	2024-04-20
123456837	\$100.00	Completed	2024-04-20
123456838	\$100.00	Completed	2024-04-20
123456839	\$100.00	Completed	2024-04-20
123456840	\$100.00	Completed	2024-04-20
123456841	\$100.00	Completed	2024-04-20
123456842	\$100.00	Completed	2024-04-20
123456843	\$100.00	Completed	2024-04-20
123456844	\$100.00	Completed	2024-04-20
123456845	\$100.00	Completed	2024-04-20
123456846	\$100.00	Completed	2024-04-20
123456847	\$100.00	Completed	2024-04-20
123456848	\$100.00	Completed	2024-04-20
123456849	\$100.00	Completed	2024-04-20
123456850	\$100.00	Completed	2024-04-20
123456851	\$100.00	Completed	2024-04-20
123456852	\$100.00	Completed	2024-04-20
123456853	\$100.00	Completed	2024-04-20
123456854	\$100.00	Completed	2024-04-20
123456855	\$100.00	Completed	2024-04-20
123456856	\$100.00	Completed	2024-04-20
123456857	\$100.00	Completed	2024-04-20
123456858	\$100.00	Completed	2024-04-20
123456859	\$100.00	Completed	2024-04-20
123456860	\$100.00	Completed	2024-04-20
123456861	\$100.00	Completed	2024-04-20
123456862	\$100.00	Completed	2024-04-20
123456863	\$100.00	Completed	2024-04-20
123456864	\$100.00	Completed	2024-04-20
123456865	\$100.00	Completed	2024-04-20
123456866	\$100.00	Completed	2024-04-20
123456867	\$100.00	Completed	2024-04-20
123456868	\$100.00	Completed	2024-04-20
123456869	\$100.00	Completed	2024-04-20
123456870	\$100.00	Completed	2024-04-20
123456871	\$100.00	Completed	2024-04-20
123456872	\$100.00	Completed	2024-04-20
123456873	\$100.00	Completed	2024-04-20
123456874	\$100.00	Completed	2024-04-20
123456875	\$100.00	Completed	2024-04-20
123456876	\$100.00	Completed	2024-04-20
123456877	\$100.00	Completed	2024-04-20
123456878	\$100.00	Completed	2024-04-20
123456879	\$100.00	Completed	2024-04-20
123456880	\$100.00	Completed	2024-04-20
123456881	\$100.00	Completed	2024-04-20
123456882	\$100.00	Completed	2024-04-20
123456883	\$100.00	Completed	2024-04-20
123456884	\$100.00	Completed	2024-04-20
123456885	\$100.00	Completed	2024-04-20
123456886	\$100.00	Completed	2024-04-20
123456887	\$100.00	Completed	2024-04-20
123456888	\$100.00	Completed	2024-04-20
123456889	\$100.00	Completed	2024-04-20
123456890	\$100.00	Completed	2024-04-20
123456891	\$100.00	Completed	2024-04-20
123456892	\$100.00	Completed	2024-04-20
123456893	\$100.00	Completed	2024-04-20
123456894	\$100.00	Completed	2024-04-20
123456895	\$100.00	Completed	2024-04-20
123456896	\$100.00	Completed	2024-04-20
123456897	\$100.00	Completed	2024-04-20
123456898	\$100.00	Completed	2024-04-20
123456899	\$100.00	Completed	2024-04-20
123456900	\$100.00	Completed	2024-04-20

I see 81 new chargebacks on your system on nuvei since 4/20. It looks like more in their portal but maybe that's including other stuff.



Nick, 11:17 AM

Hey David,

yeah I was talking with the head of our client relations team today on this one to check through and we've arrived at the a similar place regarding the chargebacks.

You are correct regarding the counts, those reports do include some status updates so after we scrub the data we come to the CB count currently in the CB911 system.

They most certainly are very very strange, and convenient based on what you're experiencing. What we aren't seeing is a smoking gun on the origins. These chargebacks are spread out throughout the time the MID was open and from separate card numbers so there's no one customer that looks to be the culprit.

Regarding the reason category, looks like this category can encompass a few different things and the



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Skype [27]

David Flynn \$0.00
Set a status

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Regarding the reason category. Looks like this category can encompass a few different things and the wording we've selected is just the most common reason. I've put a ticket in to our team to have that updated. These are falling under the "quality of goods and services" category.

Our recommendation at this point, especially as you have the pending litigation would be to look to utilize your customer service teams to try to reach out to these customers yourselves. This could be a very simple conversation of "we saw that you filed a chargeback regarding our product and just wanted to understand what prompted that choice to help us improve moving forward". If your team comes back and says "of these 81 cases we spoke to 50 people and NONE of them asked for a chargeback" you're in a position of informational power to use that to prompt Nuvei and Discover. "Hey here's what we found, so if the customer didn't ask for this, we need you to tell us how these happened". This may mean you'll get an answer of "we flagged the descriptor and our customer success team charged back all purchases from that 90 day period" but at least it'll be the company on the record stating why these chargebacks occurred.

11:19 AM

That's what we thought. Could they flag these for chargebacks and then keep the money, never distributing it



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SIHLER5_011130

Skype [27]

David Flynn \$0.00
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CB CB911-Call
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More

B| Brighttree | CB911
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11:19 AM

That's what we thought. Could they flag these for chargebacks and then keep the money, never distributing it to the customers?

Thursday, May 7, 2020

Nick, 6:45 AM

Hey David,

Confirming we got a bunch of NMI logins for Simplehealth yesterday. Just wanted to make sure that these were nteh new MIDs and that you'd be sending over the Processor logins also.

Additionally, just wanted to follow up on a couple outstanding items:

Sales URLs. We just need to confirm the sales pages for your sites so we're referencing the correct info as we're pulling these chargebacks. That wasn't included on the spreadsheet you had sent over.

Finally, we're seeing a few things on the spreadsheet I just wanted to confirm.

MIDS:

Type a message

3:53 PM 4/20/2024

SIHLER5_011131